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ABSTRACT

Designed as a practical tool for trainers, this manual contains 22 instruments and documents for gathering and processing information about training and development issues within an organization. Part one of the two-part manual examines the process of identifying and analyzing training needs. It reviews the different types of information the instruments will generate and provides guidance on deciding how training needs can best be met. This part of the manual concludes with ideas for presenting training plans and making the findings and proposals accessible to others. Part two contains the instruments. They cover organizational development, organizational climate, managing resources, and job skills. Each section begins with an introduction that defines the area covered, describes the instruments, and identifies the target groups. It also provides a checklist of the preparations needed. The instruments represent a wide range of methods, including card sorts, questionnaires, profiles, and grids. (KC)

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